Identity Management in Higher Education:

A Focus on the CIO

Addressing Key Concerns of CIOs:

- Compatibility with other Academic IT Systems
- Higher Education Service Support
- Vendor Fiscal Stability
- Economic Justification

Evolveum   **midPoint**

A Letter from the Co-Founder and CEO

Over the last decade, I have spoken to dozens of Chief Information Officers (CIO) to understand their Identity Governance and Administration needs and the complexity of their IT leadership roles. This document is designed as a short brief for those executives making critical decisions about their institution's technology infrastructure.

At Evolveum, our first and primary focus is on developing midPoint, striving to make it the world's best identity management and governance platform for complex organizations. Everything we do is open source. We are in continuous dialogue with identity engineers, privacy officers, security experts, open-source enthusiasts, system developers, and administrators worldwide who challenge our thinking to make the midPoint IAM product stronger. We believe sharing is caring.

Digitization drives the need for increased security, specifically in the area of data protection. We live in the new digital era, where much of the workforce has shifted to virtual environments. It is vital to reduce people-factor errors and information leakage. Solving these data protection problems through automation requires answers for IT security experts and the top leaders in IT.

Today, midPoint helps protect over 30 million identities in 200 organizations in 45 countries across 16 different industries. We are proud that CIOs worldwide rely on our platform and service to meet their needs.

I hope the following pages address unique questions and concerns that CIOs have shared with us as we have grown. Thank you for considering Evolveum's midPoint product for your organization's identity management needs.

Best regards,

Igor Farinic

Addressing Frequent Questions Faced by CIOs

We are gratified that many Security Professionals and Identity Experts have chosen the midPoint platform. Their subject matter expertise enables them to granularly examine the mechanisms which can deliver strong enterprise identity governance and automation. Most higher education institutions look to build a unified identity layer on top of their existing infrastructure. This enables them to create and manage user information, add new business rules and then seamlessly synchronize it with services and other repositories, ensuring identity data is always up-to-date.

The process of gaining organizational acceptance of a specific identity management product also requires examining several broader factors. We've listened to CIOs and consistently heard these four questions rise to the top:

" **Delivering full identity lifecycle management is a critical capability midPoint provides to Higher Education systems.**"

Keith Hazelton
Senior IT Architect at Internet2

1 How compatible is midPoint with the diverse array of systems in my enterprise IT environment?

2 While we embrace open source, what is Evolveum's long-term commitment to product development, support, and maintenance in higher education?

3 What information is available to support Evolveum's financial stability?

4 How do other enterprises typically look to justify midPoint economically?

#1 How compatible is midPoint with systems in the Higher Education IT environment?

The midPoint offering is open-source software. This approach, with its open code, provides countless connectivity possibilities across a broad array of systems.

Evolveum and our partners are continuously expanding the number of midPoint compatible systems and the tools to integrate them.

The **midPoint** offering can be deployed with systems using these connectors:
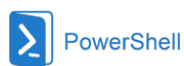
Systems shown above reflect current compatibility, however, does not represent an intent of future evergreen support or service on all of these connectors.

Logo's shown are properties of their respective organizations.

#2 What is Evolveum's commitment to long-term support for midPoint in Higher Ed?

Higher education was one of the first sectors to embrace open-source software, but the question of long-term support for new enterprise-level products still arises. While many higher education institutions use open-source software, how dependable is the support?

The higher education market is a centerpiece of focus for Evolveum, evidenced by a tailor-made support model called Academic Subscription. The subscription offers Four specific benefits to schools: midPoint bug fixes, assistance with improvements, product knowledge sharing, and documentation enhancements. In conjunction with our membership to Internet2 and InCommon communities, Evolveum provides consultancy on new functionality and product knowledge share. midPoint is used in the InCommon Trusted Access Platform (TAP) architecture as the registry that creates and manages unique institutional identities. Additionally, midPoint is utilized for provisioning/deprovisioning of users and their authorization to applications.

Because of its commitment to higher education, Evolveum offers the Academic Subscription at a steep discount compared to what is available to traditional enterprise customers.

Technology partnerships are another important factor in how Evolveum supports Higher Education. Our US-based partners have extensive experience with midPoint, having helped install the solution in mid- to large-sized North American colleges and universities. Examples of partners are:
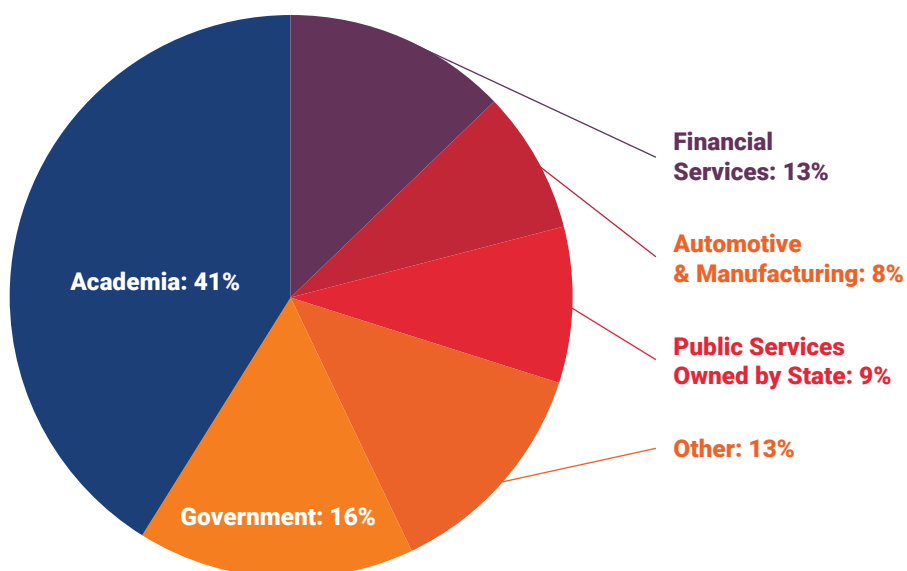
#3 How stable is Evolveum as a long-term partner?

Our Approach

Founded in 2011, Evolveum has gained a reputation as a technologically innovative company in the IAM space. Evolveum's team of professionals is dedicated to keeping the product customizable, maintainable, and scalable. Evolveum is perfectly sized for Higher Education. We are large enough to have the resources to deliver strong services and innovation, while small enough to give Universities the focused attention their unique needs require. This focus is something big Tech providers often struggle to deliver.

Our Industries

Academia and government are our core markets, representing 53% of our revenue. The midPoint product has been deployed across 16 industries worldwide.

Academia: 41%
Government: 16%
Financial Services: 13%
Automotive & Manufacturing: 8%
Public Services Owned by State: 9%
Other: 13%

Our Technical Community

As an open-source platform, Evolveum's dedicated team of developers maintains and supports the core product and has cultivated a global community built on cooperation, experience, and knowledge sharing.

Our Vital Statistics

Annual Revenue (2022):
$1,854,424

Number of Client Engagements:
69 Active Subscriptions

Number of Employees:
27

Number of Partners:
36

Net Working Capital (2022):
$1,302,538

Total Assets (2022):
$1,461,900

Our Growth with Academic Subscribers:

Evolveum introduced Academic Subscriptions in 2018, and growth has been consistent and strong year-over-year. Renewal rates exceed 80%, and the pipeline is strong.

FY 2018: **+32.7%**
FY 2019: **+26.8%**
FY 2020: **+37.6%**
FY 2021: **+11.8%**
FY 2022: **+41.2%**

#4 What is the economic justification for the midPoint solution?

Each year the IT budgets of Higher Education come under greater expense pressure. Universities across North America have recognized that midPoint is a highly cost-effective solution to Identity Governance for primarily three reasons:

• Advantageous pricing
• Increased automation
• Increased efficiency

In addition to automation and efficiency, CIO's often choose midPoint for the critical advantage it provides by enabling a *sustainable* core identity system. Too often Universities are faced with the departure of key system personnel whose contribution to the code base was foundational, but now they struggle to adapt and update the system when new rules and requirements emerge. midPoint's strong product support and open-source structure resolves many issues CIO's face with maintaining and upgrading identity management capabilities.

Security & Economic Benefit Calculations:

We've learned ROIs are both art and science. The math usually says several hundred thousand in annual savings. In our experience, most organizations always have a few low-incidence, legacy systems that they choose not to automate via midPoint. Seldom have we seen organizations dramatically reduce help desk/system administrators. Instead, these scarce IT resources are utilized for higher-value strategic IT initiatives. Most importantly, while the efficiency gains are critical, universities and enterprises have told us the step-change in **heightened system security enabled by midPoint more than justifies the maintenance subscription cost.**

Advantageous Pricing

Unique Academic Pricing Model

Understanding the "business" of education enabled Evolveum to create a new pricing model for higher ed based on our support of academia's high fluctuation in identities. Commercial product licensing agreements do not take into account the unique processes of academia.

Tailor-made Pricing and Services

Evolveum has identified a strategic focus on higher education. Consequently, favorable pricing, a specifically tailored solution, and a service package are available to academic institutions.

Sample ROI

Let's use an example of an educational organization with 15 systems to be managed via midPoint and 100,000 total identities.

Automation to Reduce 'Help Desk' Tickets

Annually, two benefits would be recognized: 1. Through entitlement automation, 1600 *initial* support tickets would be eliminated; and 2. Through rules-based controls, a reduction of 1200 *change-requests* tickets would be seen.

$ 2800 fewer tickets X $20/ticket* = **$56,000** Reduced Help Desk Costs

Strengthened Licensing Cost Management

Actively de-provisioning or suspending licenses for identities who drop, graduate or no longer require subscriptions generates material cost savings.

$ 4000 fewer licenses X $12/annual license = **$48,000** Reduced Licensing Costs

Increased Efficiency

Reduction in staff-hours spent 'managing/consolidating cross-organizational directories.'

Annually, this example organization would see a reduction of 100 staff-days managing and reviewing system cross-organizational directories.

$ 100 fewer staff-days X $430/staff-day = **$43,000** Reduced Directory Consolidation Costs

*According to Price Waterhouse Cooper 2020 study, US National Average cost to log, execute, and close help desk ticket

From Our Academic Leaders

MARTIN DOUGLAS

Associate Director, Applications Development, Western University

"midPoint is an excellent choice for identity and access management. It's particularly well-suited for Higher Education. At Western, we have specific policy-driven business processes. I found it impressive how easily midPoint's technology could be customized to meet our business processes, rather than us needing to adjust our processes to meet the technology."

ERIC ZEMATIS

Chief Information Security Officer, Lehigh University

"There are two big wins from midPoint for us over legacy IGA. MidPoint is highly customizable and flexible with modern deployment technology, even on the fly, once the system is in production. Another win is additional group management and authorization capabilities built right into midPoint. Furthermore, new connectors are being added and demonstrated regularly. While we are choosing open source, with Evolveum's support we are not left to fend for ourselves or make our own customizations to the project to match our needs."

From Our Technology Partners

CHARISE ARROWOOD

Senior Director, Identity, Unicon, Inc.

"Clients select midPoint for the rich toolset it provides to institutions. midPoint has demonstrated itself to be a quality alternative for institutions looking to secure their research and learning content. The superior governance, groups management, and automated provisioning tools make for a full Identity & Access Management suite, enabling institutions to have a profound impact on learning and education."

Evolveum

For further information, please contact us at
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